

From: [DHSOIGHotlineMailbox](#)  
To: [JOINT INTAKE](#)  
Cc: [CRCLCompliance](#)  
Subject: DHS OIG C1409759  
Date: Tuesday, May 27, 2014 9:55:33 AM  
Attachments: [C1409759 SummaryReport.pdf](#)

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*Office of Inspector General*

**U.S. Department of Homeland Security**



**Homeland  
Security**

The below information is furnished for whatever administrative action or inquiry you consider appropriate. Should your office take any administrative or personnel action in response to this information, you are requested to report the final result of that action within 30 business days of its conclusion.

If your review of this matter discloses evidence of previously unreported criminal misconduct that is reportable under Management Directive 0810.1, you are required to notify this office of that information before any additional investigative steps are taken.

**From:** (b)(6)  
**To:**  
**Cc:**  
**Subject:** FW: Info Layer Close Letter: Contact-DHS-14-0699  
**Date:** Thursday, June 04, 2015 3:38:00 PM  
**Attachments:** [Contact-DHS-14-0699 \(06.16.2014\).docx](#)

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(b)(6)

Re: Contact-DHS-14-0699

On May 14, Dana decided that the Info Layer close letter for Contact-DHS-14-0761 (cited below) should be signed by (b)(6) so I've revised the letter for both that matter and Contact-DHS-14-0699 (in which the text of the letter is the same other than the CRCL Contact number and the identifying information for the UAC) to change the signature blocks to (b)(6). Attached is the revised letter for Contact-DHS-14-0699, cleared by (b)(6).

Can you please add (b)(6) electronic signature, save the file in Adobe, email the letter to ProBAR, and close this matter in Entellitrak?

I'll give you the hard copy file.

Thanks,

(b)(6)

Policy Advisor  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security  
202-357- (b)(6)  
(b)(6) @hq.dhs.gov

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**From:** (b)(6)  
**Sent:** Monday, April 13, 2015 11:32 AM  
**To:** (b)(6)  
**Cc:**  
**Subject:** RE: Contact-DHS-14-0699

(b)(6)

Thanks for handling this matter and giving me the hard copy file this morning. I'm waiting for Dana's reply on the signature block of a similar tailored Info Layer letter to ProBar you prepared for Contact-DHS-14-0761 (i.e., whether Dana prefers to have her or (b)(6) signature on the letter), and will handle the attached matter based on her reply to that. (b)(6) advised me to check with Dana to see whether she prefers to have his or her signature on this tailored Info Layer letter template regarding the RGV onsite recommendations; I cc'd you and (b)(6) on my 04/08/2015 email to Dana. Once I have Dana's reply, I'll forward the response letters—first changing the signature blocks if necessary-- and hard copy files to (b)(6) to send and to handle the Entellitrak closings.

(b)(6)

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**From:** (b)(6)  
**Sent:** Monday, April 13, 2015 10:32 AM  
**To:** (b)(6)  
**Cc:** (b)(6)  
**Subject:** FW: Contact-DHS-14-0699

Hello (b)(6)

Attached is the approved tailored info layer close letter for Contact-DHS-14-0761. I was wondering what my next step would be, if I just upload it to entellitrak or what would be the appropriate next step.

The letter has been reviewed by Bill, and I have the hard copy of the paperwork, routing sheet and complaint, with me.

Your guidance would be appreciated.

Thanks,

(b)(6)

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**From:** (b)(6)  
**Sent:** Friday, April 10, 2015 11:08 AM  
**To:** (b)(6)  
**Cc:** (b)(6)  
**Subject:** RE: Contact-DHS-14-0699

Hi (b)(6)

Good to close with these changes.

(b)(6)

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**From:** (b)(6)  
**Sent:** Monday, April 06, 2015 2:08 PM  
**To:** (b)(6)  
**Cc:** (b)(6)  
**Subject:** Contact-DHS-14-0699

Hello (b)(6)

I was unsure who to send this to, but knew I would need your review on any closing (?) document. Contact-DHS-14-0699 was info-layered and (b)(6) gave me the hard copy of the paperwork. The last submission on the routing sheet is (b)(6) file on 8.04.2014 stating "per discussion with (b)(6) and (b)(6) emailed (b)(6) to see if CBP is investigating and status of investigation. I then went to

Entelitrak and looked up the contact number and the last submission was from (b)(6) stating "per (b)(6) on 11/13/2014, a tailored info layer close letter will be drafted, based on instructions provided through an internal CRCL email."

You have already signed off and reviewed my previous template which served as the tailored info layer close letter for Contact-DHS-14-0761, addressing CRCL's RGV investigation. I wanted to run this one by you before we "close" this info layer matter as well.

Thanks!

(b)(6)

*Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security*

(office) 202-357- (b)(6)

(mobile) 919-418- (b)(6)

(b)(6) [@hq.dhs.gov](mailto:(b)(6)@hq.dhs.gov)

**From:** CRCLCompliance  
**To:** (b)(6) <[@heartlandalliance.org](mailto:(b)(6)@heartlandalliance.org)>  
**Subject:** Follow-up to DHS CRCL Complaint 14-09-CBP-0224  
**Date:** Wednesday, June 25, 2014 1:53:00 PM  
**Attachments:** 06.11.2014 14-09-CBP-0224.pdf

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Dear Ms (b)(6)

Please see the attached correspondence from the U.S. Department of Homeland Security's Office for Civil Rights and Civil Liberties. Thank you.

Sincerely,

Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security



*This message, along with any attachments, is covered by federal and state law governing electronic communications and may contain confidential and legally privileged information. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, use, or copying of this message is strictly prohibited. If you have received this message in error, please notify the sender immediately by reply e-mail, and delete the message.*





Homeland  
Security

June 25, 2014

*Via electronic mail*

(b)(6)

National Immigrant Justice Center (NIJC)  
208 S. La Salle Street Suite 1300  
Chicago, IL 60604  
(b)(6)@heartlandalliance.org

Re: Complaint No. 14-09-CBP-0224

(b)(6)

Dear Ms. (b)(6)

On June 11, 2014, the Department of Homeland Security (DHS) Office for Civil Rights and Civil Liberties (CRCL) received your complaint on behalf of (b)(6). Thank you for contacting us with your concerns. Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, CRCL reviews and assesses information concerning abuses of civil rights, civil liberties, and profiling on the basis of race, ethnicity, or religion, by employees and officials of DHS.

The issues you raise are very important to us, and we would like to inform you how your complaint will be processed by CRCL. Initially, we will send your complaint to the DHS Office of Inspector General (OIG) for review. If OIG declines to accept the complaint, it will be returned to CRCL for an appropriate response. Once CRCL opens a formal complaint, either we or the appropriate DHS component will conduct an investigation into your concerns. CRCL may contact you during the course of investigation of your complaint. We will ultimately notify you of the outcome of the investigation.

Please be advised that our complaint process does not provide individuals with legal or procedural rights or remedies. Accordingly, CRCL is not able to obtain any legal remedies or damages on your behalf. Instead, we use complaints like yours to find and address problems in DHS policy and its implementation. If you believe your rights have been violated, you may wish to consult an attorney. There may be time limitations that govern how quickly you need to act to protect your interests.

If you have not already done so, please provide CRCL with your complete contact information, including a phone number, email address, and mailing address if available, and your alien number if applicable. You may contact CRCL by email at [CRCLCompliance@hq.dhs.gov](mailto:CRCLCompliance@hq.dhs.gov), by facsimile at 202-401-4708, or by mail at the following address:

Department of Homeland Security  
Office for Civil Rights and Civil Liberties  
Compliance Branch  
245 Murray Lane, SW  
Building 410, Mail Stop 0190  
Washington, DC 20528

For additional information about CRCL's roles and responsibilities, please visit our website at <http://www.dhs.gov/crcl>.

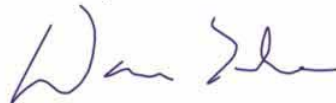
If you are filing a complaint on behalf of someone else, please provide CRCL with the express written consent of the individual if you would like to be informed about the resolution of this complaint, if you have not already done so.

When communicating with CRCL about this matter, please include the complaint number noted at the top of this letter.

Please note that Federal law forbids retaliation or reprisal by any Federal employee against a person who makes a complaint or discloses information to CRCL. 42 U.S.C. § 2000ee-1(e). If you believe that you or someone else is a victim of such a reprisal, please contact us immediately.

Thank you again for contacting CRCL. Communications like yours are essential to our ability to carry out our role of supporting the DHS's mission to secure the nation while preserving individual liberty, fairness, and equality under the law. We look forward to working with you to address your concerns. If you have questions, please contact us either in writing or by phone at 866-644-8360, 866-644-8361 (TTY).

Sincerely,

A handwritten signature in blue ink, appearing to read 'Dana Salvano-Dunn', with a stylized, cursive script.

Dana Salvano-Dunn  
Director, Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security

## Privacy Act Statement

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**Routine Uses:** This information may be disclosed to and used by personnel and contractors within DHS who have a need to know the information in order to review your complaint. The DHS Office for Civil Rights and Civil Liberties (CRCL) may also share your information, as necessary, with appropriate government agencies outside of DHS or with non-government entities to address your complaint, or pursuant to its published Department of Homeland Security/ ALL-029 Civil Rights and Civil Liberties Records System of Records.

**Disclosure:** Furnishing this information to CRCL is voluntary; however, failure to furnish the requested information may delay or prevent CRCL from adequately reviewing and investigating your complaint. If necessary, CRCL may also request additional information from you in order to determine the appropriate manner to address your concerns.

To learn more about the Privacy Act, go to [www.dhs.gov/privacy](http://www.dhs.gov/privacy).



**From:** CRCLCompliance  
**To:** (b)(6) <[@heartlandalliance.org](mailto:(b)(6)@heartlandalliance.org)>  
**Subject:** Follow-up to DHS CRCL Complaint 14-09-CBP-0225  
**Date:** Wednesday, June 25, 2014 1:47:00 PM  
**Attachments:** [06.11.2014 14-09-CBP-0225.pdf](#)

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Dear Ms. (b)(6)

Please see the attached correspondence from the U.S. Department of Homeland Security's Office for Civil Rights and Civil Liberties. Thank you.

Sincerely,

Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security



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Homeland  
Security

June 25, 2014

*Via electronic mail*

(b)(6)

National Immigrant Justice Center (NIJC)  
208 S. La Salle Street Suite 1300  
Chicago, IL 60604  
(b)(6)@heartlandalliance.org

Re: Complaint No. 14-09-CBP-0225

(b)(6)

Dear Ms. (b)(6)

On June 11, 2014, the Department of Homeland Security (DHS) Office for Civil Rights and Civil Liberties (CRCL) received your complaint on behalf of (b)(6). Thank you for contacting us with your concerns. Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, CRCL reviews and assesses information concerning abuses of civil rights, civil liberties, and profiling on the basis of race, ethnicity, or religion, by employees and officials of DHS.

The issues you raise are very important to us, and we would like to inform you how your complaint will be processed by CRCL. Initially, we will send your complaint to the DHS Office of Inspector General (OIG) for review. If OIG declines to accept the complaint, it will be returned to CRCL for an appropriate response. Once CRCL opens a formal complaint, either we or the appropriate DHS component will conduct an investigation into your concerns. CRCL may contact you during the course of investigation of your complaint. We will ultimately notify you of the outcome of the investigation.

Please be advised that our complaint process does not provide individuals with legal or procedural rights or remedies. Accordingly, CRCL is not able to obtain any legal remedies or damages on your behalf. Instead, we use complaints like yours to find and address problems in DHS policy and its implementation. If you believe your rights have been violated, you may wish to consult an attorney. There may be time limitations that govern how quickly you need to act to protect your interests.

If you have not already done so, please provide CRCL with your complete contact information, including a phone number, email address, and mailing address if available, and your alien number if applicable. You may contact CRCL by email at [CRCLCompliance@hq.dhs.gov](mailto:CRCLCompliance@hq.dhs.gov), by facsimile at 202-401-4708, or by mail at the following address:

Department of Homeland Security  
Office for Civil Rights and Civil Liberties  
Compliance Branch  
245 Murray Lane, SW  
Building 410, Mail Stop 0190  
Washington, DC 20528

For additional information about CRCL's roles and responsibilities, please visit our website at <http://www.dhs.gov/crcl>.

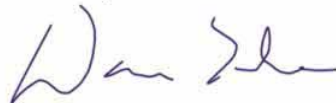
If you are filing a complaint on behalf of someone else, please provide CRCL with the express written consent of the individual if you would like to be informed about the resolution of this complaint, if you have not already done so.

When communicating with CRCL about this matter, please include the complaint number noted at the top of this letter.

Please note that Federal law forbids retaliation or reprisal by any Federal employee against a person who makes a complaint or discloses information to CRCL. 42 U.S.C. § 2000ee-1(e). If you believe that you or someone else is a victim of such a reprisal, please contact us immediately.

Thank you again for contacting CRCL. Communications like yours are essential to our ability to carry out our role of supporting the DHS's mission to secure the nation while preserving individual liberty, fairness, and equality under the law. We look forward to working with you to address your concerns. If you have questions, please contact us either in writing or by phone at 866-644-8360, 866-644-8361 (TTY).

Sincerely,

A handwritten signature in blue ink, appearing to read 'Dana Salvano-Dunn', with a stylized, cursive script.

Dana Salvano-Dunn  
Director, Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security

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**From:** CRCLCompliance  
**To:** (b)(6) @heartlandalliance.org  
**Subject:** Follow-up to DHS CRCL Complaint 14-09-CBP-0226  
**Date:** Wednesday, June 25, 2014 1:40:00 PM  
**Attachments:** 06.11.2014 14-09-CBP-0226.pdf

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Dear Ms. (b)(6)

Please see the attached correspondence from the U.S. Department of Homeland Security's Office for Civil Rights and Civil Liberties. Thank you.

Sincerely,

Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security



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Homeland  
Security

June 25, 2014

*Via electronic mail*

(b)(6)

National Immigrant Justice Center (NIJC)  
208 S. La Salle Street Suite 1300  
Chicago, IL 60604  
(b)(6)@heartlandalliance.org

Re: Complaint No. 14-09-CBP-0226

(b)(6)

Dear Ms. (b)(6)

On June 11, 2014, the Department of Homeland Security (DHS) Office for Civil Rights and Civil Liberties (CRCL) received your complaint on behalf of (b)(6). Thank you for contacting us with your concerns. Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, CRCL reviews and assesses information concerning abuses of civil rights, civil liberties, and profiling on the basis of race, ethnicity, or religion, by employees and officials of DHS.

The issues you raise are very important to us, and we would like to inform you how your complaint will be processed by CRCL. Initially, we will send your complaint to the DHS Office of Inspector General (OIG) for review. If OIG declines to accept the complaint, it will be returned to CRCL for an appropriate response. Once CRCL opens a formal complaint, either we or the appropriate DHS component will conduct an investigation into your concerns. CRCL may contact you during the course of investigation of your complaint. We will ultimately notify you of the outcome of the investigation.

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Compliance Branch  
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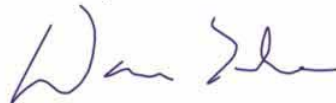
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Sincerely,

A handwritten signature in blue ink, appearing to read 'Dana Salvano-Dunn', with a stylized, cursive script.

Dana Salvano-Dunn  
Director, Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security

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Homeland  
Security

August 18, 2014

*Via electronic mail*

(b)(6)

Esperanza Immigrant Rights Project

(b)(6)@ccharities.org

Re: Complaint No. 14-09-CBP-0228

(b)(6)

Dear Ms. (b)(6)

On June 11, 2014, the Department of Homeland Security's (DHS) Office for Civil Rights and Civil Liberties (CRCL) received your complaint on behalf of (b)(6). Thank you for contacting us with your concerns. Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, CRCL reviews and assesses information concerning abuses of civil rights, civil liberties, and profiling on the basis of race, ethnicity, or religion, by employees and officials of DHS.

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Compliance Branch  
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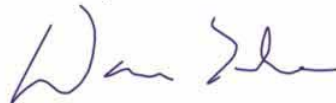
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Sincerely,

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Dana Salvano-Dunn  
Director, Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security



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Homeland  
Security

August 18, 2014

*Via electronic mail*

(b)(6)

Esperanza Immigrant Rights Project

(b)(6)@ccharities.org

Re: Complaint No. 14-09-CBP-0230

(b)(6)

Dear Ms. (b)(6)

On June 11, 2014, the Department of Homeland Security's (DHS) Office for Civil Rights and Civil Liberties (CRCL) received your complaint on behalf of (b)(6). Thank you for contacting us with your concerns. Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, CRCL reviews and assesses information concerning abuses of civil rights, civil liberties, and profiling on the basis of race, ethnicity, or religion, by employees and officials of DHS.

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Office for Civil Rights and Civil Liberties  
Compliance Branch  
245 Murray Lane, SW  
Building 410, Mail Stop 0190  
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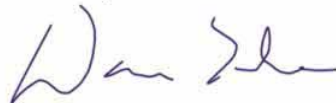
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Thank you again for contacting CRCL. Communications like yours are essential to our ability to carry out our role of supporting the DHS's mission to secure the nation while preserving individual liberty, fairness, and equality under the law. We look forward to working with you to address your concerns. If you have questions, please contact us either in writing or by phone at 866-644-8360, 866-644-8361 (TTY).

Sincerely,

A handwritten signature in blue ink, appearing to read 'Dana Salvano-Dunn', is positioned above the printed name.

Dana Salvano-Dunn  
Director, Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security

## Privacy Act Statement

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Homeland  
Security

August 18, 2014

*Via electronic mail*

(b)(6)

National Immigrant Justice Center  
208 La Salle Street, Ste. 1300  
Chicago, IL 60604  
(b)(6)@heartlandalliance.org

Re: Complaint No. 14-09-CBP-0231

(b)(6)

Dear Ms. Huebner:

On June 11, 2014, the Department of Homeland Security's (DHS) Office for Civil Rights and Civil Liberties (CRCL) received your complaint on behalf of (b)(6). Thank you for contacting us with your concerns. Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, CRCL reviews and assesses information concerning abuses of civil rights, civil liberties, and profiling on the basis of race, ethnicity, or religion, by employees and officials of DHS.

The issues you raise are very important to us, and we would like to inform you how your complaint will be processed by CRCL. Initially, we will send your complaint to the DHS Office of Inspector General (OIG) for review. If OIG declines to accept the complaint, it will be returned to CRCL for an appropriate response. Once CRCL opens a formal complaint, either we or the appropriate DHS component will conduct an investigation into your concerns. CRCL may contact you during the course of investigation of your complaint. We will ultimately notify you of the outcome of the investigation.

Please be advised that our complaint process does not provide individuals with legal or procedural rights or remedies. Accordingly, CRCL is not able to obtain any legal remedies or damages on your behalf. Instead, we use complaints like yours to find and address problems in DHS policy and its implementation. If you believe your rights have been violated, you may wish to consult an attorney. There may be time limitations that govern how quickly you need to act to protect your interests.

If you have not already done so, please provide CRCL with your complete contact information, including a phone number, email address, and mailing address if available, and your alien number if applicable. You may contact CRCL by email at [CRCLCompliance@hq.dhs.gov](mailto:CRCLCompliance@hq.dhs.gov), by facsimile at 202-401-4708, or by mail at the following address:



Department of Homeland Security  
Office for Civil Rights and Civil Liberties  
Compliance Branch  
245 Murray Lane, SW  
Building 410, Mail Stop 0190  
Washington, DC 20528

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Sincerely,

A handwritten signature in blue ink, appearing to read 'Dana Salvano-Dunn', with a stylized, cursive script.

Dana Salvano-Dunn  
Director, Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security

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Homeland  
Security

August 18, 2014

*Via electronic mail*

(b)(6)  
Esperanza Immigrant Rights Project  
(b)(6)@ccharities.org

Re: Complaint No. 14-09-CBP-0235

Dear Ms. (b)(6)

On June 11, 2014, the Department of Homeland Security's (DHS) Office for Civil Rights and Civil Liberties (CRCL) received your complaint on behalf of (b)(6). Thank you for contacting us with your concerns. Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, CRCL reviews and assesses information concerning abuses of civil rights, civil liberties, and profiling on the basis of race, ethnicity, or religion, by employees and officials of DHS.

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Office for Civil Rights and Civil Liberties  
Compliance Branch  
245 Murray Lane, SW  
Building 410, Mail Stop 0190  
Washington, DC 20528

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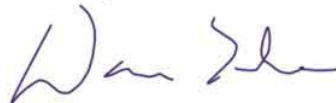
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Dana Salvano-Dunn  
Director, Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security



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Homeland  
Security

August 18, 2014

*Via electronic mail*

(b)(6)

Esperanza Immigrant Rights Project

(b)(6)

@ccharities.org

Re: Complaint No. 14-09-CBP-0237

(b)(6)

Dear Ms.

(b)(6)

On June 11, 2014, the Department of Homeland Security's (DHS) Office for Civil Rights and Civil Liberties (CRCL) received your complaint on behalf of (b)(6). Thank you for contacting us with your concerns. Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, CRCL reviews and assesses information concerning abuses of civil rights, civil liberties, and profiling on the basis of race, ethnicity, or religion, by employees and officials of DHS.

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Office for Civil Rights and Civil Liberties  
Compliance Branch  
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Washington, DC 20528

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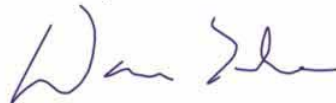
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Sincerely,

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Dana Salvano-Dunn  
Director, Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security

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Homeland  
Security

August 18, 2014

*Via electronic mail*

(b)(6)

Esperanza Immigrant Rights Project

(b)(6)

@ccharities.org

Re: Complaint No. 14-09-CBP-0238

(b)(6)

Dear Ms.

(b)(6)

On June 11, 2014, the Department of Homeland Security's (DHS) Office for Civil Rights and Civil Liberties (CRCL) received your complaint on behalf of (b)(6). Thank you for contacting us with your concerns. Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, CRCL reviews and assesses information concerning abuses of civil rights, civil liberties, and profiling on the basis of race, ethnicity, or religion, by employees and officials of DHS.

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Department of Homeland Security  
Office for Civil Rights and Civil Liberties  
Compliance Branch  
245 Murray Lane, SW  
Building 410, Mail Stop 0190  
Washington, DC 20528

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Dana Salvano-Dunn  
Director, Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security

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**From:** CRCLCompliance  
**To:** (b)(6)@heartlandalliance.org  
**Subject:** Follow-up to DHS CRCL Complaint 14-09-CBP-0240  
**Date:** Friday, July 18, 2014 4:04:00 PM  
**Attachments:** 06.11.2014 14-09-CBP-0240.pdf

---

Dear Ms. (b)(6)

Please see the attached correspondence from the U.S. Department of Homeland Security's Office for Civil Rights and Civil Liberties. Thank you.

Sincerely,

Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security



*This message, along with any attachments, is covered by federal and state law governing electronic communications and may contain confidential and legally privileged information. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, use, or copying of this message is strictly prohibited. If you have received this message in error, please notify the sender immediately by reply e-mail, and delete the message.*



Homeland  
Security

July 18, 2014

*Via electronic mail*

(b)(6)

National Immigrant Justice Center  
208 S. La Salle Street, Suite 1300  
Chicago, IL 60604  
(b)(6)@heartlandalliance.org

Re: Complaint No. 14-09-CBP-0240

(b)(6)

Dear Ms. (b)(6)

On June 11, 2014, the Department of Homeland Security's (DHS) Office for Civil Rights and Civil Liberties (CRCL) received your complaint on behalf of (b)(6). Thank you for contacting us with your concerns. Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, CRCL reviews and assesses information concerning abuses of civil rights, civil liberties, and profiling on the basis of race, ethnicity, or religion, by employees and officials of DHS.

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Office for Civil Rights and Civil Liberties  
Compliance Branch  
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Dana Salvano-Dunn  
Director, Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security

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**From:** CRCLCompliance  
**To:** (b)(6) <[heartlandalliance.org](mailto:(b)(6)@heartlandalliance.org)>  
**Subject:** Follow-up to DHS CRCL Complaint 14-09-CBP-0241  
**Date:** Friday, July 18, 2014 12:28:00 PM  
**Attachments:** 06.11.2014 14-09-CBP-0241.pdf

---

Dear Ms. (b)(6)

Please see the attached correspondence from the U.S. Department of Homeland Security's Office for Civil Rights and Civil Liberties. Thank you.

Sincerely,

Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security



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Homeland  
Security

July 18, 2014

*Via electronic mail*

(b)(6)

National Immigrant Justice Center  
208 S. La Salle Street, Suite 1300  
Chicago, IL 60604  
(b)(6)@heartlandalliance.org

Re: Complaint No. 14-09-CBP-0241

(b)(6)

Dear Ms. (b)(6)

On June 11, 2014, the Department of Homeland Security's (DHS) Office for Civil Rights and Civil Liberties (CRCL) received your complaint on behalf of (b)(6). Thank you for contacting us with your concerns. Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, CRCL reviews and assesses information concerning abuses of civil rights, civil liberties, and profiling on the basis of race, ethnicity, or religion, by employees and officials of DHS.

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Thank you again for contacting CRCL. Communications like yours are essential to our ability to carry out our role of supporting the DHS's mission to secure the nation while preserving individual liberty, fairness, and equality under the law. We look forward to working with you to address your concerns. If you have questions, please contact us either in writing or by phone at 866-644-8360, 866-644-8361 (TTY).

Sincerely,

A handwritten signature in blue ink, appearing to read "Dana Salvano-Dunn".

Dana Salvano-Dunn  
Director, Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security

## Privacy Act Statement

**Authority:** 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1 authorizes the collection of this information.

**Purpose:** The Department of Homeland Security (DHS) will use this information to review and investigate complaints and information from the public about possible violations of civil rights and/or civil liberties relating to DHS employees, programs, or activities.

**Routine Uses:** This information may be disclosed to and used by personnel and contractors within DHS who have a need to know the information in order to review your complaint. The DHS Office for Civil Rights and Civil Liberties (CRCL) may also share your information, as necessary, with appropriate government agencies outside of DHS or with non-government entities to address your complaint, or pursuant to its published Department of Homeland Security/ ALL-029 Civil Rights and Civil Liberties Records System of Records.

**Disclosure:** Furnishing this information to CRCL is voluntary; however, failure to furnish the requested information may delay or prevent CRCL from adequately reviewing and investigating your complaint. If necessary, CRCL may also request additional information from you in order to determine the appropriate manner to address your concerns.

To learn more about the Privacy Act, go to [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

**From:** CRCLCompliance  
**To:** (b)(6) @heartlandalliance.org  
**Subject:** Follow-up to DHS CRCL Complaint 14-09-CBP-0243  
**Date:** Tuesday, July 15, 2014 4:57:00 PM  
**Attachments:** 06.11.2014 14-09-CBP-0243.pdf

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Dear Ms. (b)(6)

Please see the attached correspondence from the U.S. Department of Homeland Security's Office for Civil Rights and Civil Liberties. Thank you.

Sincerely,

Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security



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Homeland  
Security

July 15, 2014

*Via electronic mail*

(b)(6)  
National Immigrant Justice Center  
208 S. La Salle Street, Suite 1300  
Chicago, IL 60604  
(b)(6)@heartlandalliance.org

Re: Complaint No. 14-09-CBP-0243

Dear Ms. (b)(6)

On June 11, 2014, the Department of Homeland Security's (DHS) Office for Civil Rights and Civil Liberties (CRCL) received your complaint on behalf of (b)(6). Thank you for contacting us with your concerns. Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, CRCL reviews and assesses information concerning abuses of civil rights, civil liberties, and profiling on the basis of race, ethnicity, or religion, by employees and officials of DHS.

The issues you raise are very important to us, and we would like to inform you how your complaint will be processed by CRCL. Initially, we will send your complaint to the DHS Office of Inspector General (OIG) for review. If OIG declines to accept the complaint, it will be returned to CRCL for an appropriate response. Once CRCL opens a formal complaint, either we or the appropriate DHS component will conduct an investigation into your concerns. CRCL may contact you during the course of investigation of your complaint. We will ultimately notify you of the outcome of the investigation.

Please be advised that our complaint process does not provide individuals with legal or procedural rights or remedies. Accordingly, CRCL is not able to obtain any legal remedies or damages on (b)(6) (b)(6) behalf. Instead, we use complaints like yours to find and address problems in DHS policy and its implementation. If you believe your rights have been violated, you may wish to consult an attorney. There may be time limitations that govern how quickly you need to act to protect your interests.

If you have not already done so, please provide CRCL with your complete contact information, including a phone number, email address, and mailing address if available, and your alien number if applicable. You may contact CRCL by email at [CRCLCompliance@hq.dhs.gov](mailto:CRCLCompliance@hq.dhs.gov), by facsimile at 202-401-4708, or by mail at the following address:



Department of Homeland Security  
Office for Civil Rights and Civil Liberties  
Compliance Branch  
245 Murray Lane, SW  
Building 410, Mail Stop 0190  
Washington, DC 20528

For additional information about CRCL's roles and responsibilities, please visit our website at <http://www.dhs.gov/crcl>.


If you are filing a complaint on behalf of someone else, please provide CRCL with the express written consent of the individual if you would like to be informed about the resolution of this complaint, if you have not already done so.

When communicating with CRCL about this matter, please include the complaint number noted at the top of this letter.

Please note that Federal law forbids retaliation or reprisal by any Federal employee against a person who makes a complaint or discloses information to CRCL. 42 U.S.C. § 2000ee-1(e). If you believe that you or someone else is a victim of such a reprisal, please contact us immediately.

Thank you again for contacting CRCL. Communications like yours are essential to our ability to carry out our role of supporting the DHS's mission to secure the nation while preserving individual liberty, fairness, and equality under the law. We look forward to working with you to address your concerns. If you have questions, please contact us either in writing or by phone at 866-644-8360, 866-644-8361 (TTY).

Sincerely,

A handwritten signature in blue ink, appearing to read 'Dana Salvano-Dunn', with a stylized, cursive script.

Dana Salvano-Dunn  
Director, Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security

## Privacy Act Statement

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**From:** CRCLCompliance  
**To:** (b)(6) @heartlandalliance.org  
**Subject:** Follow-up to DHS CRCL Complaint 14-09-CBP-0244  
**Date:** Tuesday, July 15, 2014 4:00:00 PM  
**Attachments:** 06.11.2014 14-09-CBP-0244.pdf

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Dear Ms. (b)(6)

Please see the attached correspondence from the U.S. Department of Homeland Security's Office for Civil Rights and Civil Liberties. Thank you.

Sincerely,

Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security



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Homeland  
Security

July 15, 2014

*Via electronic mail*

(b)(6)  
National Immigrant Justice Center  
208 S. La Salle Street, Suite 1300  
Chicago, IL 60604  
(b)(6)@heartlandalliance.org

Re: Complaint No. 14-09-CBP-0244

Dear Ms. (b)(6)

On June 11, 2014, the Department of Homeland Security's (DHS) Office for Civil Rights and Civil Liberties (CRCL) received your complaint on behalf of (b)(6). Thank you for contacting us with your concerns. Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, CRCL reviews and assesses information concerning abuses of civil rights, civil liberties, and profiling on the basis of race, ethnicity, or religion, by employees and officials of DHS.

The issues you raise are very important to us, and we would like to inform you how your complaint will be processed by CRCL. Initially, we will send your complaint to the DHS Office of Inspector General (OIG) for review. If OIG declines to accept the complaint, it will be returned to CRCL for an appropriate response. Once CRCL opens a formal complaint, either we or the appropriate DHS component will conduct an investigation into your concerns. CRCL may contact you during the course of investigation of your complaint. We will ultimately notify you of the outcome of the investigation.

Please be advised that our complaint process does not provide individuals with legal or procedural rights or remedies. Accordingly, CRCL is not able to obtain any legal remedies or damages on (b)(6) behalf. Instead, we use complaints like yours to find and address problems in DHS policy and its implementation. If you believe your rights have been violated, you may wish to consult an attorney. There may be time limitations that govern how quickly you need to act to protect your interests.

If you have not already done so, please provide CRCL with your complete contact information, including a phone number, email address, and mailing address if available, and your alien number if applicable. You may contact CRCL by email at [CRCLCompliance@hq.dhs.gov](mailto:CRCLCompliance@hq.dhs.gov), by facsimile at 202-401-4708, or by mail at the following address:



Department of Homeland Security  
Office for Civil Rights and Civil Liberties  
Compliance Branch  
245 Murray Lane, SW  
Building 410, Mail Stop 0190  
Washington, DC 20528

For additional information about CRCL's roles and responsibilities, please visit our website at <http://www.dhs.gov/crcl>.

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When communicating with CRCL about this matter, please include the complaint number noted at the top of this letter.

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Thank you again for contacting CRCL. Communications like yours are essential to our ability to carry out our role of supporting the DHS's mission to secure the nation while preserving individual liberty, fairness, and equality under the law. We look forward to working with you to address your concerns. If you have questions, please contact us either in writing or by phone at 866-644-8360, 866-644-8361 (TTY).

Sincerely,

A handwritten signature in blue ink, appearing to read "Dana Salvano-Dunn".

Dana Salvano-Dunn  
Director, Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security

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**From:** CRCL Compliance  
**To:** (b)(6) @heartlandalliance.org  
**Subject:** Follow-up to DHS CRCL Complaint 14-09-CBP-0245  
**Date:** Tuesday, July 15, 2014 2:40:00 PM  
**Attachments:** 06.11.2014 14-09-CBP-0245.pdf

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Dear Ms. (b)(6)

Please see the attached correspondence from the U.S. Department of Homeland Security's Office for Civil Rights and Civil Liberties. Thank you.

Sincerely,

Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security



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Homeland  
Security

July 15, 2014

*Via electronic mail*

(b)(6)  
National Immigrant Justice Center  
208 S. La Salle Street, Suite 1300  
Chicago, IL 60604  
(b)(6)@heartlandalliance.org

Re: Complaint No. 14-09-CBP-0245

Dear Ms. (b)(6)

On June 11, 2014, the Department of Homeland Security's (DHS) Office for Civil Rights and Civil Liberties (CRCL) received your complaint on behalf of (b)(6). Thank you for contacting us with your concerns. Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, CRCL reviews and assesses information concerning abuses of civil rights, civil liberties, and profiling on the basis of race, ethnicity, or religion, by employees and officials of DHS.

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Compliance Branch  
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Director, Compliance Branch  
Office for Civil Rights and Civil Liberties  
U.S. Department of Homeland Security

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